



California Automated Travel Expense Reimbursement System

CalATERS GLOBAL

Help Desk Contacts

The CalATERS Global Website provides help desk contacts for participating departments. Help desk contact information includes the department name, contact (division or unit if applicable), phone number and email address. The Help Desk Contacts form is used to add or delete help desk contact information from the CalATERS Global Website. Instructions for requesting help desk contact changes are provided below.

Requesting Help Desk Contact Changes

Add (A) – Add is used to add new help desk contacts to the CalATERS Global website.

Delete (D) – Delete is used to remove help desk contacts from the CalATERS Global website.

Sample

Action (A,D)	Department Name	Division /Unit	Phone Number	E-mail Address
A	State Controller's Office	PPSD	916-123-4567	ppsdassist@sco.ca.gov
A	State Controller's Office	ISD	916-123-7654	isdassist@sco.ca.gov
D	State Controller's Office	ISD	916-123-7654	assist@sco.ca.gov

Help Desk Contacts forms must be signed by an authorized department representative. Forms are faxed to (916) 324-7270. Help Desk Contacts forms will be processed within two weeks after receipt of form.



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Action (A/D)	Department Name	Contacts (Division/Unit Name if applicable)	Phone Number	Email Address

Department Name	UCM
Authorized Department Representative *	Date
Title	Phone Number
Email	Fax

*Authorized department representative must have a signed CalATERS Global Signature Authorization form on file with the State Controller's Office, CalATERS Global Unit.

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SCO USE ONLY

Task	Analyst	Completed Date
Update Website		
Department Notified		